

Agency Head, Chief Executive Officer, Equal Opportunity, Language Access and Complaint Coordinators

ROLES AND RESPONSIBILITIES

Executive Director/Chief Executive Officer:

- The Agency Head has overall responsibility for the organization's civil rights compliance program.
- Responsible for designating the Equal Opportunity Coordinator (EOC), Limited English Proficiency Coordinator (LEPC) or a Complaint Coordinator (CC) for the organization.
- Ensure staff are knowledgeable and support the organization's equal opportunity and language access policies and procedures in delivering equal opportunity services in a non-discriminatory and meaningful manner.
- Ensuring key staff designated with civil rights compliance functions receive civil rights compliance training within six months of their assignment.
- Ensure all of the organization's staff are trained on civil rights compliance laws once every three years.
- Review and modify all EOC and LEP policies annually if needed.
- Provide updated policies and procedures to staff, customers, external partners, providers and referral sources as needed.
- Conduct an annual review of the agency's civil rights compliance program and make necessary changes if needed.
- Provide adequate resources to comply with CRC program.
- Ensure subcontractors and vendors' contract language obligate subcontractors and vendors to comply with CRC requirements.
- Ensure all subcontractors and vendors submit a CRC Plan or Letter of Assurance as in accordance to CRC requirements.
- Ensure that the organization submits a current CRC Plan or Letter of Assurance to DHFS or DWD in accordance the funding requirements and contract language.

Equal Opportunity Coordinator (EOC) Responsibilities:

- The EOC will handle all service delivery and employment discrimination complaints unless assigned to the Complaint Coordinator
- The EOC might be designated responsibility for completing the organization's CRC Plan.
- EOC will disseminate equal opportunity information to internal personnel (management, supervisors, front line staff), and external interested parties (agencies, partners, other providers, media, recruitment sources etc.).
- Prepare the organization's equal opportunity plan, reports, conduct self-evaluation and provide updates to its funding sources if applicable.
- Act as equal opportunity liaison for the entity, DWD/DHFS or federal recipients and the communities
- Ensures entity has implemented a data collection system to capture customer and applicant data.
- Monitor and evaluate the organization's equal opportunity in service delivery activities.

- Monitor and evaluate the organization's staff training needs in the areas of cultural competency, language assistance, and disabilities training issues.
- Maintain equal opportunity files and confidential records.
- Monitor entity's civil rights program.
- Maybe assigned to ensure subcontractors and vendors maintain uniform records for all individuals, regardless of protected status.
- Provide regular input to management to improve equal opportunity for customers and applicants.
- Where equal opportunity functions relate to language access, EOC plans and carry out the EOC and LEP functions in unison with the LEP Coordinator.

Limited English Proficiency Coordinator (LEPC) Responsibilities

- Assist the ED or CEO and EOC in developing and implementing policies and procedures for providing oral language assistance and written translations.
- Assist ED, CEO, and EOC to conduct a four-factor analysis for the organization and develop a meaningful LEP plan ensuring full and meaningful access to all programs, services and activities for the organization.
- Ensure data collection of LEP customer language needs.
- Assist in disseminating LEP policies and procedures internally to all management, supervisors and front line staff in the organization.
- Disseminate LEP policies and procedures externally to partners, service providers, referral sources, media and other interested parties.
- Post LEP policies and procedures in the languages of the LEP groups in the organization's service area.
- Handle language access complaints.
- Provide training on the LEP policies, and methods of obtaining language assistance for LEP customers and/or providing written translation of vital documents and information to internal staff.
- Maintain inventory and arrange for translation of vital documents when the organization is obligated to translate vital documents in accordance to the "Safe Harbor" requirements.
- Ensure sign and language interpreters are trained and fully competent.
- Conduct annual self-evaluations of the organization's LEP policies and methods of providing oral language and written translation of documents by the organization.

Complaint Coordinator

- Handles all equal opportunity and limited English proficiency customer complaints
- Respond to all EOC and LEP customer complaints within the required time line.
- Conduct internal investigations and complete confidential investigation reports on complaints received from customers.
- Ensure proper postings of complaint forms, policies and procedures in languages of the LEP groups in the organization's service area.
- Ensures complaint policies and procedures are disseminated both internally and externally to customers.
- Maintain complaint records and information in a confidential manner.